

# 1988 Index to Quality Progress and Journal of Quality Technology

## Subjects

### Calibration

Problems with Interval Estimation When Data are Adjusted via Calibration, by Jeri M. Mulrow, Dominic F. Vecchia, John P. Buonaccorsi, and Hari K. Iyer (JQT Oct., p. 233)

### Defense Contracts

SPC and the DOD, by Roger G. Langevin (QP Sept., p. 35)  
New Challenges for Quality Professionals in Defense Industries, by Dorsey J. Talley (QP Dec., p. 41)

### Design

Designing for Manufacturability, by Paul Heidenreich (QP May, p. 41)  
Designing a Solution, by Gon-Fu Lin (QP Sept., p. 44)

### Design of Experiments

Hypothesis Testing: Guilty or Innocent, by James M. Kenney (QP Jan., p. 55)  
Analyzing Data from Mixture Experiments Containing Process Variables: A Split-Plot Approach, by John A. Cornell (JQT Jan., p. 2)  
In the Soup: A Case Study to Identify Contributors to Filling Variability, by Lynne B. Hare (JQT Jan., p. 36)  
A Case Study of the Use of an Experimental Design in Preventing Shorts in Nickel-Cadmium Cells, by Shraga Ophir, Uri El-Gad, and Mitchell Snyder (JQT Jan., p. 44)  
A Case Study of Effective Use of Statistical Experimental Design in a Smoke Stack Industry, by John S. Lawson (JQT Jan., p. 51)  
A Simple Method for Analyzing Binary Data from Orthogonal Arrays, by P.C. Wang (JQT Oct., p. 230)

### Education

Educating for Quality: A Different Approach, by Ross H. Johnson and William O. Winchell (QP Sept., p. 48)

### Equipment Overview

Evaluating the Performance of Coordinate Measuring Machines, by Ahmad K. Elshennaway, Inyong Ham, and Paul H. Cohen (QP Jan., p. 59)  
Equipment Overview: Coordinate Measuring Machines (QP Jan., p. 66)  
Ultrasound as a Quality Control Tool, by Paul A. Meyer (QP Feb., p. 51)  
Equipment Overview: Ultrasonic Test Equipment and Systems (QP Feb., p. 55)  
ESD: A Primer, by Deanna M. Jacobs (QP Mar., p. 75)  
Equipment Overview: Electrostatic Discharge Control Products (QP Mar., p. 79)  
Equipment Overview: Electronic Scales and Balances (QP Apr., p. 68)  
Optical Comparators: Keeping Up with the Times, by William H. Bauer (QP June, p. 73)  
Equipment Overview: Optical Comparators (QP June, p. 76)  
Equipment Overview: Environmental Test Chambers (QP Aug., p. 84)  
Hardness Testing Makes an Impression, by Dave Jankowski (QP Oct., p. 78)  
Equipment Overview: Hardness Testers (QP Oct., p. 83)  
Vision Systems See Beyond Basic Inspection, by Ken W. White (QP Dec., p. 56)  
Equipment Overview: Machine Vision Systems and Equipment (QP Dec., p. 63)

### Graphical Methods

Graphical Analysis of System Repair Data, by Wayne Nelson (JQT Jan., p. 24)  
Elementary Probability Plotting for Statistical Data Analysis, by James R. King (QP Apr., p. 59)

### Human Resources

Getting Emotional About Quality, by James I. Lader (QP July, p. 16)  
Quality's Third Dimension, by C. Philip Alexander (QP July, p. 21)

### Inspection

Selection of the Optimal Inspection Precision Level for a Complete Inspection Plan, by Kwei Tang and Helmut Schneider (JQT July, p. 153)

### International Quality

Quality Practices in Japan, by George E.P. Box, Raghu N. Kacker, Vijay N. Nair, Madhav Phadke, Anne C. Shoemaker, and C.F. Jeff Wu (QP Mar., p. 37)  
How Developing Countries Can Get Ahead, by Enrique Sierra (QP Dec., p. 52)

### Interviews

Department of Defense Renews Emphasis on Quality—Lieutenant Gen. Vincent M. Russo (QP Mar., p. 19)  
"Everything We Do Has an Element of Quality"—Colby H. Chandler (QP Apr., p. 17)

### Laboratory Accreditation

Accredited Labs Can Build Confidence with Measurement Assurance Checks, by David H. Craig, Carol J. Kelly, and John W. Locke (QP May, p. 48)

### Management

The Right Way to Manage, by William E. Conway (QP Jan., p. 14)  
The Statistician's Role in Quality Management (QP Jan., p. 28)  
Improving Quality in a White-Collar Environment, by A. Donald Stratton (QP Jan., p. 52)  
It's Not All Pretty Pictures, by Karen Bernowski (QP Mar., p. 10)  
Make the Most of Customer Complaints, by Robert W. Reip (QP Mar., p. 24)  
What Performance Management Can Do for TQM, by Lloyd S. Baird, Richard W. Beatty, and Craig E. Schneier (QP Mar., p. 28)  
Setting Quality Goals, by Arthur M. Schneiderman (QP Apr., p. 51)  
From Criticism to Partnership, by Henry J. Kohoutek and John Hamish Sellers (QP May, p. 17)

Communicating the Quality Commitment, by Robert H. Hagle and Bruce Q. Whitehair (QP May, p. 29)  
The Final Link to Success, by Steve Stewart (QP May, p. 39)  
Quality or Quantity Communication?, by Dianna Booher (QP June, p. 65)  
Beginning the Quality Transformation, Part I, by Peter R. Scholtes and Heero Hacquebord (QP July, p. 28)

Business Loss and Quality Management, by Hitoshi Kume (QP July, p. 40)  
Plant 2 is Number One at Trane, by Brad Stratton (QP Aug., p. 27)  
Meeting the Worldwide Quality Challenge, by Donald W. Marquardt (QP Aug., p. 34)

Six Strategies for Beginning the Quality Transformation, Part II, by Peter R. Scholtes and Heero Hacquebord (QP Aug., p. 44)  
Picking a Consultant, by Judah L. Lando and Eliezer Levy (QP Aug., p. 61)  
Rating Quality Assurance Programs, by A. William Wortham (QP Sept., p. 53)

Registration of Quality Programs, by Walter Willborn (QP Sept., p. 56)  
People: The Only Thing that Will Make Quality Work, by Karen Bernowski (QP Sept., p. 62)

The Three Levels of Quality, by Alan P. Brache and Geary A. Rummler (QP Oct., p. 46)  
The Roots of Unquality, by Raymond Goldstein (QP Oct., p. 55)

Quality Plan Preparation: A Key Step Toward Customer Enthusiasm, by J. Stephen Sarazen (QP Oct., p. 72)

2.9 Million Reasons for Quality, by Mike Easley and James D. Schlick (QP Dec., p. 45)

### National Quality Forum (1987)

Introduction (QP Feb., p. 11)  
Welcome Remarks, by Robert C. Stempel (QP Feb., p. 13)  
Forum Overview, by J. Douglas Ekins (QP Feb., p. 15)  
Quality: The Competitive Edge, by James R. Houghton (QP Feb., p. 16)  
What Corporate Executives Think About Quality, by Dana M. Cound (QP Feb., p. 20)  
Where Does Quality Fit in with the Competitiveness Debate?, by Pat Choate (QP Feb., p. 25)  
A Corporate Response, by David T. Kearns (QP Feb., p. 28)  
Corporate Change and Quality, by Michael C. Beer (QP Feb., p. 33)  
The Work of Quality and the Quality of Work, by William E. Brock (QP Feb., p. 37)

### National Quality Month

New Prominence for "Quality: The Competitive Advantage" (QP Feb., p. 44)  
National Quality Month 1988 (QP May, p. 23)  
National Quality Month 1988, Part II (QP July, p. 24)  
National Quality Month 1988, Part III (QP Sept., p. 68)  
Quality: Beyond Customer Satisfaction—to Customer Delight (QP Oct., p. 20)  
Quality Means Delivering the Value that Your Customers Paid For (QP Oct., p. 26)  
A Cause for Celebration (QP Oct., p. 31)  
Vote for Quality: A Call for Government Action (QP Oct., p. 34)

## Participative Management

Quality and Democracy in the Work Place, by Sidney P. Rubinstein (QP Apr., p. 25)  
Labor/Management Participation: The NUMMI Experience, by Lee Branst and Agnes Dubberly (QP Apr., p. 30)  
Labor/Management Participation: The A.O. Smith Experience, by John Ryan (QP Apr., p. 36)

## Process Capability

A New Measure of Process Capability: Cpm, by Lai K. Chan, Smiley W. Cheng, and Frederick A. Spiring (JQT July, p. 162)

## Process Optimization

Prediction-Interval Constrained Programming, by David L. Olson, Jerry C. Wei, and Edna M. White (JQT Apr., p. 90)  
Determination of the Optimal Process Mean and the Upper Limit for a Canining Problem, by Damodar Y. Golhar and Stephen M. Pollock (JQT July, p. 188)

## Product Liability

Product Liability: Europe's Quality Challenge, by John G. Roche (QP June p. 61)  
Products Liability: A Technical and Ethical Challenge, by Richard M. Jacobs (QP Dec., p. 27)

## Quality Circles

Quality Circles Come Home, by Michael W. Piczak (QP Dec., p. 37)

## Quality Costs

Quality, Cost, and Productivity, by Ronald G. Day (QP July, p. 59)  
Discovered: Quality's Missing Link, by Robert G. Batson (QP Oct., p. 61)

## Quality Function Deployment

Policy Management Through Quality Function Deployment, by Lawrence P. Sullivan (QP June, p. 18)  
Beyond Quality: Taking SPC Upstream, by Ronald M. Fortuna (QP June, p. 23)  
A New Paradigm for Quality Assurance, by Andrew A. Kenny (QP June, p. 30)  
An Automotive Case Study, by Dennis De Vera, Tom Glennon, Andrew A. Kenny, Mohammad A.H. Khan, and Mike Mayer (QP June, p. 35)  
The Role of Taguchi Methods and Design of Experiments in QFD, by Philip J. Ross (QP June, p. 41)

## Safety Engineering

Quality vs. Safety, by Manning I. Rose (QP June, p. 70)

## Sampling

Zero Acceptance Sampling Plans: Expected Cost Increases, by R.C. Baker (QP Jan., p. 43)  
Statistical Effects of Imperfect Inspection Sampling III—Screening (Group Testing), by Norman L. Johnson, Samuel Kotz, and Robert N. Rodriguez (JQT Apr., p. 98)  
AOQ and AOQL for Stoplight Acceptance Sampling, by Anthony A. Salvia (JQT July, p. 157)  
Multiple Criteria Sampling Plans for Total Fraction Nonconformance, by Lawrence Danziger and Zoltan Papp (JQT July, p. 181)  
Estimating Nonconformity Rates in c-Defect Sampling, by Alan Zaslavsky (JQT Oct., p. 248)

## Service Industries

A New Approach to Quality for National Research Labs, by Peter L. Busolini, Alvin H. Davis, and R. Ronald Geoffrion (QP Jan., p. 24)  
Quality Health Care in 1995 (QP Jan., p. 36)  
QA for Hazardous Waste Management, by John M. Gushue and N.S. Shashidhar (QP Jan., p. 48)  
The Low Cost of Quality Lodging, by Brad Stratton (QP June, p. 49)  
Planting the Quality Seed, by John N. den Boer (QP July, p. 49)  
Quality Planning for Service Industries, by Ragh N. Kacker (QP Aug., p. 39)  
Quality Assurance/Quality Control Services Directory (QP Aug., p. 85)  
The Federal Quality and Productivity Improvement Effort, by Carolyn Burstein and Kathleen Sedlak (QP Oct., p. 38)

A New Era at the Environmental Protection Agency, by Frank C. Collins Jr. (QP Oct., p. 43)

## Society

ASQC 1987 Financial Report (QP Feb., p. 71)  
1988-89 ASQC Officer Nominations (QP Mar., p. 86)  
Recommended Constitutional Changes (QP Mar., p. 88)  
1988 ASQC Fellows (QP Apr., p. 73)  
1988-89 ASQC Organization Manual (QP July, p. 65)  
Guidelines for ASQC Committee and Council Activities (QP July, p. 116)  
Quality: Positive Response to the Challenge, by Nancy Karabatsos (QP Aug., p. 18)  
ASQC Officer Nominations Sought (QP Sept., p. 14)  
Outstanding Achievements in Quality: 1988 ASQC Awards Nominations (QP Sept., p. 30)

## Software Quality Assurance

Software Quality Assurance: A Management Perspective, by Robert H. Dunn (QP July, p. 52)  
The Search for Software Quality, by Taz Daughtrey (QP Nov., p. 29)  
Establishing a Software Quality Program, by James J. Brelsford (QP Nov., p. 34)  
Integrating Software Quality Metrics with Software QA, by Gerald E. Murnie (QP Nov., p. 38)  
Software Error Costs, by Nick Stewart (QP Nov., p. 48)  
Bringing Software Under Statistical Quality Control, by Harlan D. Mills and J.H. Poore (QP Nov., p. 52)

The Deming Approach to Software Quality Engineering (QP Nov., p. 58)  
A Process Management Approach to SQA, by Ron S. Kenett and Shayne Koenig (QP Nov., p. 66)

## Special Report

The Malcolm Baldrige National Quality Improvement Award, by Curt W. Reimann (QP Jan., p. 71)  
1988 Salary Survey of the QA/QC Professions, by Brad Stratton (QP Sept., p. 16)  
Another Journey to the Soviet Union, by Brad Stratton (QP Nov., p. 18)  
Consumers See Little Change in Product Quality, by John Ryan (QP Dec., p. 18)

## Standards

The Revision of ISO 3951 (1981), by David H. Baillie (JQT July, p. 176)

## Statistical Quality Control

SQC + Mg: A Positive Reaction, by C.B. Wilson (QP Apr., p. 47)

## Statistical Process Control

Stoplight Control, by Anthony A. Salvia (QP Sept., p. 39)  
SPC Provides Strategic Guidance for Automation Investments, by Hans J. Bajaria (QP Dec., p. 22)  
An SPC Approach to Compensating a Tool-Wear Process, by Charles P. Quesenberry (JQT Oct., p. 220)  
Performance of the Control Chart Trend Rule Under Linear Shift, by Robert B. Davis and William H. Woodall (JQT Oct., p. 260)  
The c Control Chart Under Inspection Error, by Ron Suich (JQT Oct., p. 263)

## Supplier Quality Assurance

Vendor Relations: An Important Piece of the Quality Puzzle, by Howard S. Gitlow and Donald A. Wiesner (QP Jan., p. 19)  
Becoming a Just-in-Time Vendor, by Vinod Kapoor (QP June, p. 56)  
The Global Search for Quality, by Leo P. Yaus (QP Aug., p. 51)  
Essentials of Delivery Analysis, by Ronald D. Collins (QP Aug., p. 55)  
Supplier Certification—A Positive Response to Just-in-Time, by Richard A. Maass and the Customer-Supplier Technical Committee (QP Sept., p. 75)  
Avoid the Just-in-Time Terrors, by Cynthia Lane Westland (QP Oct., p. 69)  
An Economic Model for Vendor Selection, by Kwei Tang (JQT Apr., p. 81)  
Deming's Point Four: A Study (QP Dec., p. 31)

## Taguchi Methods

Taguchi's Approach to Experimental Design: Some Concerns, by Thomas P. Ryan (QP May, p. 34)  
The Role of Taguchi Methods and Design of Experiments in QFD, by Phillip J. Ross (QP June, p. 41)

## Training

The Expanding Role of Quality in Specialized Training, by Michael J. Bolduc and Kimberly S. DeGolier (QP July, p. 34)

## Regular Features

### Book Reviews

Books with multiple authors are listed under whichever author comes first alphabetically.  
Bennis, Warren and Burt Nanus, *Leaders: The Strategies for Taking Charge* (QP Aug., p. 135)  
Box, G.E.P. and N.R. Draper, *Empirical Model-Building and Response Surfaces* (JQT July, p. 214)  
Cheremisinoff, N.P., *Practical Statistics for Engineers and Scientists* (JQT Apr., p. 152)  
Duncan, A.J., *Quality Control and Industrial Statistics* (JQT July, p. 217)  
Enrick, Norbert L., *Quality, Reliability, and Process Improvement* (QP May, p. 94)  
Farlow, S.J., *Self-Organizing Methods in Modeling* (JQT Jan., p. 77)  
Gamble, Richard O. II, *How to Reduce Professional Liability for Engineers and Architects* (QP June, p. 118)  
Garvin, David S., *Managing Quality* (QP July, p. 126)  
Goddard, Walter E., *Just-In-Time—Surviving by Breaking Tradition* (QP June, p. 119)

Grayson, C. Jackson Jr., and Carla O'Dell, *A Two-Minute Warning* (QP Aug., p. 134)

Hall, Robert W., *Attaining Manufacturing Excellence* (QP Apr., p. 13)

Hogg, R.V. and J. Ledolter, *Engineering Statistics* (JQT Apr., p. 151)

Hradesky, John L., *Productivity and Quality Improvement* (QP Sept., p. 141)

Johnson, M.E., *Multivariate Statistical Simulation* (JQT Jan., p. 76)

Juran, J.M., *Juran on Planning for Quality* (QP Sept., p. 141)

Khuri, A.I. and J.A. Cornell, *Response Surfaces: Designs and Analyses* (JQT July, p. 214)

Lawler, Edward E. III, *High-Involvement Management* (QP Apr., p. 15)

Leenders, M.R., and D.L. Blenkhorn, *Reverse Marketing* (QP Sept., p. 142)

Linhart, H., and W. Zucchini, *Model Selection* (JQT July, p. 218)

Lu 'en, Tom, and Ian Tanner, *Achieving Change: A Systematic Approach* (QP June, p. 118)

Mallows, C.L., *Design, Data, and Analysis by Some Friends of Cuthbert Daniel* (JQT Oct., p. 279)

Messina, W.S., *Statistical Quality Control for Manufacturing Managers* (JQT Jan., p. 77)

Nagashima, Soichiro, *100 Management Charts* (QP June, p. 118)

Oakland, J.S., *Statistical Process Control* (JQT Oct., p. 276)

O'Connor, Patrick D.T., *Reliability Engineering* (QP Sept., p. 143)

Odeh, R.E., and D.B. Owen, *Parts per Million Values for Estimating Quality Levels* (JQT p. 276)

Odiorne, George S., *The Human Side of Management: Management by Integration and Self Control* (QP July, p. 127)

Poynter, Dan, *Expert Witness Handbook* (QP July, p. 127)

Schonberger, Richard J., *World Class Manufacturing, The Lessons of Simplicity Applied* (QP Apr., p. 13)

Walton, Mary, *The Deming Management Method* (QP May, p. 94)

Wetherill, G.B. and K.D. Glazebrook, *Sequential Methods in Statistics* (JQT Apr., p. 152)

Woodward, W.A., A.C. Elliot, H.L. Gray, and D.C. Matlock, *Directory of Statistical Microcomputer Software* (JQT Oct., p. 278)

### One Good Idea

All He Had To Do Was Ask, by Samuel M. Chacon (QP May, p. 96)

How to Enhance Attribute Charts, by Alton Humphrey (QP June, p. 120)

The Dot Method C-Chart, by Glenn Roth and Nick Nocera (QP July, p. 128)

Charts Keep Motor Vehicle Department Running, by Jensen Kuan (QP Aug., p. 136)

Management Network Promotes Quality Improvement, by Karl A. Herzog (Sept., p. 144)

Eschew Obfuscating Statistics, by John R. Miller (QP Oct., p. 128)

Two Short and Simple Routes to Improvement, by Wayne Randle and Kirk Shaffer (QP Nov., p. 104)

Two Techniques Evaluate CMMs Quickly and Automatically, by Bob Miles (QP Dec., p. 104)

### Software Reviews

("Qualityware" in Quality Progress and "Computer Programs" in JQT)

A FORTRAN Program to Generate Fractional Factorial Experiments, by Thomas P. Turiel (JQT Jan., p. 63)

Suggestions for SPC Programmers, Part I, by John A. Clements (QP Feb., p. 60)

1988 QA/QC Software Directory (QP Mar., p. 45)

Review: On-Line SPC Analyst, by John A. Clements (QP Apr., p. 76)

An Interactive Program for the Analysis of Data from Two-Level Factorial Experiments via Probability Plotting, by Stephen V. Crowder, Karen L. Jensen, W. Robert Stephenson, and Stephen B. Vardeman (JQT Apr., p. 140)

Statistical Process Control Software for the IBM Family of Personal Programs for Generating Extreme Vertices and Centroids of Linearly Constrained Experimental Regions, by Gregory F. Piepel (JQT Apr., p. 125)

Review: MetriStat SPC System, by John A. Clements (QP May, p. 60)

Computers, by Carolyn B. Morgan (QP June, p. 82)

Two Quincunxes for the PC (QP July, p. 84)

Computation of the Optimal Process Mean and the Upper Limit for a Canining Problem, by Damodar Y. Golhar (JQT July, p. 193)

An Interactive Probability Plotting Program, by Karen L. Jensen, Stephen V. Crowder, and Stephen B. Vardeman (JQT July, p. 196)

Reviews: Three Quality Cost Programs, by John A. Clements (QP Sept., p. 86)

Review: EXPERIMENTAL DESIGN by Leo J. Lucisano and Jan W. van Schaik (QP Oct., p. 91)

A Computer Program to Determine Defining Contrasts and Factor Combinations for Two-Level Fractional Factorial Designs of Resolution III, IV, and V, by Thomas P. Turiel (JQT Oct., p. 267)

### Statistics Corner

The following subjects by Berton H. Gunter can be found in issues of Quality Progress.

Graphical Data Analysis (QP May, p. 62)

Good Graphs. Bad Graphs. and Ducks (QP July, p. 86)

Subversive Data Analysis, part I—The Stem and Leaf Display (QP Sept., p. 88)

More Graphics, Including My Favorite Example (QP Nov., p. 78)

### Technical Aids

The following subjects by Lloyd S. Nelson can be found in issues of the Journal of Quality Technology.

Control Charts: Rational Subgroups and Effective Applications (Jan., p. 73)

Calculation of New Limits for X, R Charts When Subgroup Size Is Changed (Apr., p. 149)

Notes on the Histogram: I. Equal Class Intervals (July, p. 211)

Notes on the Histogram: II. Unequal Class Intervals (Oct., p. 273)

### World Quality Perspective

QC Circle Activities in Japan's Service Industries, by Kaoru Ishikawa (QP Feb., p. 63)

A Global View of Quality Strategies, by Armand V. Feigenbaum (QP Apr., p. 79)

A Call for Quality Control Awareness in the Philippines, by Miflora M. Gatchalian (QP June, p. 94)

Education, Training, and Quality, by Valere Cantarelli (QP Aug., p. 89)

The Perception of Quality in Latin America, by Marcos Bertin (QP Oct., p. 101)

Quality Through the Millennia, by Yoshio Kondo (QP Dec., p. 83)

## Authors

Alexander, C. Philip (Human Resources)

Baird, Lloyd S. (Management)

Baker, R.C. (Sampling)

Baillie, David H. (Standards)

Bajaria, Hans J. (Statistical Process Control)

Batson, Robert G. (Quality Costs)

Bauer, William H. (Equipment Overview)

Beatty, Richard W. (Management)

Beer, Michael C. (National Quality Forum)

Bernowski, Karen (Management)

Bolduc, Michael J. (Training)

Booher, Dianna (Management)

Box, George E.P. (International Quality)

Brache, Alan P. (Management)

Branst, Lee (Participative Management)

Brelsford, James J. (Software Quality Assurance)

Brock, William E. (National Quality Forum)

Buonaccorsi, John P. (Calibration)

Burstein, Carolyn (Service Industries)

Bussolini, Peter L. (Service Industries)

Chacon, Samuel M. (One Good Idea)

Chan, Lai K. (Process Capability)

Choate, Pat (National Quality Forum)

Cheng, Smiley W. (Process Capability)

Clements, John A. (Software Reviews)

Cohen, Paul H. (Equipment Overview)

Collins, Frank C., Jr. (Service Industries)

Collins, Ronald D. (Supplier Quality Assurance)

Conway, William E. (Management)

Cornell, John A. (Design of Experiments)

Cound, Dana M. (National Quality Forum)

Craig, David H. (Laboratory Accreditation)

Crowder, Karen L. (Software Reviews)

Danziger, Lawrence (Sampling)

Daughtry, Taz (Software Quality Assurance)

Davis, Alvin H. (Service Industries)

Davis, Robert B. (Statistical Process Control)

Day, Ronald G. (Quality Costs)

den Boer, John N. (Service Industries)

DeGolier, Kimberly S. (Training)

De Vera, Dennis (Quality Function Deployment)

Dubberly, Agnes (Participative Management)

Dunn, Robert H. (Software Quality Assurance)

Easley, Mike (Management)

Ekings, J. Douglas (National Quality Forum)

El-Gad, Uri (Design of Experiments)

Eishenawy, Ahmad K. (Equipment Overview)

Feigenbaum, Armand V. (World Quality Perspective)

Fortuna, Ronald M. (Quality Function Deployment)

Geoffrion, R. Ronald (Service Industries)

Gillow, Howard S. (Supplier Quality Assurance)

Glennon, Tom (Quality Function Deployment)

Goldstein, Raymond (Management)

Golhar, Damodar Y. (Process Optimization, Software Reviews)  
Gushue, John M. (Service Industries)  
Hacquebord, Heero (Management)  
Hagle, Robert H. (Management)  
Ham, Inyong (Equipment Overview)  
Hare, Lynne B. (Design of Experiments)  
Heidenreich, Paul (Design)  
Herzog, Karl A. (One Good Idea)  
Houghton, James R. (National Quality Forum)  
Humphrey, Alton (One Good Idea)  
Ishikawa, Kaoru (World Quality Perspective)  
Iyer, Hari K. (Calibration)  
Jacobs, Deanna M. (Equipment Overview)  
Jacobs, Richard M. (Product Liability)  
Jankowski, Dave (Equipment Overview)  
Jensen, Karen L. (Software Reviews)  
Johnson, Norman L. (Sampling)  
Johnson, Ross H. (Education)  
Kacker, Raghu N. (International Quality, Service Industries)  
Kapoor, Vinod (Supplier Quality Assurance)  
Karabatsos, Nancy (Society)  
Kearns, David T. (National Quality Forum)  
Kelly, Carol J. (Laboratory Accreditation)  
Kenett, Ron S. (Software Quality Assurance)  
Kenney, James M. (Design of Experiments)  
Kenney, Andrew A. (Quality Function Deployment)  
Khan, Mohammad A.H. (Quality Function Deployment)  
King, James R. (Graphical Methods)  
Koenig, Shaye (Software Quality Assurance)  
Kohoutek, Henry J. (Management)  
Kondo, Yoshio (World Quality Perspective)  
Kotz, Samuel (Sampling)  
Kuan, Jensen (One Good Idea)  
Kume, Hitoshi (Management)  
Lader, James I. (Human Resources)  
Lando, Judah L. (Management)  
Langevin, Roger G. (Defense Contracts)  
Lawson, John S. (Design of Experiments)  
Levy, Eleizer (Management)  
Lin, Gon-Fu (Design)  
Locke, John W. (Laboratory Accreditation)  
Lucisano, Leo J. (Software Reviews)  
Maass, Richard A. (Supplier Quality Assurance)  
Marquardt, Donald W. (Management)  
Mayer, Mike (Quality Function Deployment)  
Meyer, Paul A. (Equipment Overview)  
Miles, Bob (One Good Idea)  
Miller, John R. (One Good Idea)  
Mills, Harlan D. (Software Quality Assurance)  
Morgan, Carolyn B. (Software Reviews)  
Mulrow, Jeri M. (Calibration)  
Murine, Gerald E. (Software Quality Assurance)  
Nair, Vijay N. (International Quality)  
Nelson, Wayne (Graphical Methods)  
Nocera, Nick (One Good Idea)  
Olson, David L. (Process Optimization)  
Ophir, Shraga (Design of Experiments)  
Papp, Zoltan (Sampling)  
Phadke, Madhav (International Quality)  
Piczak, Michael W. (Quality Circles)  
Piepel, Gregory F. (Software Reviews)  
Pollock, Stephen M. (Process Optimization)  
Poore, J.H. (Software Quality Assurance)  
Quesenberry, Charles P. (Statistical Process Control)  
Randle, Wayne (One Good Idea)  
Reimann, Curt W. (Special Report)  
Reip, Robert W. (Management)  
Roche, John G. (Product Liability)  
Rodriguez, Robert N. (Sampling)  
Roth, Glenn (One Good Idea)  
Rose, Manning I. (Safety Engineering)  
Ross, Phillip J. (Quality Function Deployment, Taguchi Methods)  
Rubinstein, Sidney P. (Participative Management)  
Rummier, Geary A. (Management)  
Ryan, John (Participative Management, Special Report)  
Ryan, Thomas P. (Taguchi Methods)  
Salvia, Anthony A. (Statistical Process Control, Sampling)  
Sarazen, J. Stephen (Management)  
Schlick, James D. (Management)  
Schneider, Helmut (Inspection)  
Schneiderman, Arthur M. (Management)  
Schneier, Craig E. (Management)  
Scholtes, Peter R. (Management)  
Sedlak, Kathleen (Service Industries)  
Sellers, John Hamish (Management)  
Shaffer, Kirk (One Good Idea)  
Shashidhara, N.S. (Service Industries)  
Shoemaker, Anne C. (International Quality)  
Sierra, Enrique (International Quality)  
Snyder, Mitchell (Design of Experiments)  
Spiring, Frederick A. (Process Capability)  
Stempel, Robert C. (National Quality Forum)  
Stephenson, W. Robert (Software Reviews)  
Stewart, Nick (Software Quality Assurance)  
Stewart, Steve (Management)  
Stratton, A. Donald (Management)  
Stratton, Brad (Service Industries, Management, Special Report)  
Suich, Ron (Statistical Process Control)  
Sullivan, Lawrence P. (Quality Function Deployment)  
Talley, Dorsey J. (Defense Contracts)  
Tang, Kwei (Supplier Quality Assurance, Inspection)  
Turiel, Thomas (Software Reviews)  
Yaus, Leo P. (Supplier Quality Assurance)  
Van Schaik, Jan W. (Software Reviews)  
Vardeman, Stephen B. (Software Reviews)  
Vecchia, Dominic F. (Calibration)  
Wei, Jerry C. (Process Optimization)  
Wang, P.C. (Design of Experiments)  
Westland, Cynthia Lane (Supplier Quality Assurance)  
White, Edna M. (Process Optimization)  
White, Ken W. (Equipment Overview)  
Whitehair, Bruce Q. (Management)  
Wiesner, Donald A. (Supplier Quality Assurance)  
Willborn, Walter (Management)  
Wilson, C.B. (Statistical Quality Control)  
Winchell, William O. (Education)  
Woodall, William H. (Statistical Process Control)  
Wortham, A. William (Management)  
Wu, C.F. Jeff (International Quality)  
Zaslavsky, Alan (Sampling)  
Zultner, Richard (Software Quality Assurance)

